

RESIDENTIAL COLLECTION FAQ

Garbage Collection

Automated Garbage collection is provided once a week. Each home or duplex is provided with an automated garbage cart that the resident rolls out to the edge of the curb (not into the street) by **8 AM** on the scheduled day for garbage collection. The arrows on top of the cart or container should be facing the street. Be sure no vehicles or other items block access to the cart or it cannot be emptied. Within 12 hours after collection, remove the cart from the curb back to the house or garage. This is a requirement in our City Code of Ordinances to keep the appearance of neighborhoods clean and neat. Some frequently asked questions are:



Q: WHAT KIND OF REFUSE MAY BE PUT IN THE CONTAINERS?

All regular household refuse, garbage and yard trimmings can be placed in the containers. Public Works encourages the bagging of your refuse prior to placement in your container to assist in keeping your container clean and sanitary, as well as to help prevent litter on windy days. You are responsible for keeping your container in a clean, sanitary condition at all times.

Items that CANNOT be placed in your container include:

- ☐ Dirt, sod, brush, concrete or rock
- ☐ Large appliances or furniture
- ☐ Hot ashes or flammable materials such as oil, gas or paint
- ☐ Debris from construction, remodeling or demolition
- ☐ Hazardous waste, liquids or any [materials prohibited at the landfill](#)

Q: WHEN IS MY GARBAGE SERVICE DAY?

Click [here](#) to find out or call Public Works at 764-3690.

Q: WHERE SHOULD I PUT THE CONTAINER ON MY COLLECTION DAY?

At the edge of the curb (not into the street) by **8 AM** on the scheduled day for garbage collection. The arrows on top of the cart or container should be facing the street and the wheels pointed towards the house. Place the container at least 4 feet away from mailboxes, additional containers, and other obstructions. Don't put the cart behind parked cars or under low tree limbs and wires. Don't stack additional items in front of, on top or beside the container, place them out on your bulky item day.

Q: I HAVE TOO MUCH WASTE TO FIT IN MY CONTAINER EACH WEEK, WHAT CAN I DO?

There are several options. You can utilize the curbside recycling program that is provided each week or you can order an additional container for an extra monthly fee. Call 764-3690 for an additional container or a recycling start up kit. Also, place large items out on your bulky day instead of in the can.



Q: THIS WEEK I HAVE SOME EXCESS GARBAGE THAT WOULDN'T FIT IN MY CONTAINER. CAN I SET IT OUT ON MY BULKY ITEM COLLECTION DAY?

No. If you have additional garbage from a temporary event, (house party, spring cleaning, etc..), please refill your automated container and request extra garbage service by calling Public Works at 764-3690. We'll be glad to return and collect the extra waste at no additional charge as long as the situation is temporary. If you continue to have excess garbage on a regular basis please call Public Works at 764-3690 to order an additional container.

Q: MY CONTAINER WAS NOT PICKED UP, WHAT CAN I DO?

First, check to see if the waste collector left a blue service problem tag on the container. The tag will notify you of any problems we had trying to service the container. Make any requested changes (moving the can, clearing items in front of it, etc...) that are on the tag and call Public Works at 764-3690. We'll be glad to return and service your container. Also, be sure to have your can out curbside by 8:00 AM on your collection day.

Q: MY CONTAINER WAS TIPPED OVER AND NOT PICKED UP, WHAT CAN I DO?

Often on windy days or thunderstorms, a container may be tipped over when we arrive to service it. As our drivers collect approximately 1000 houses per day, they are unable to pick up containers that have been knocked over. Please set your container back up and call Public Works at 764-3690. We'll be glad to return and service your container.

Q: WHENEVER MY CONTAINER IS PICKED UP, THE DRIVER SPILLS GARBAGE AND LITTER, WHAT CAN I DO?

Several things can cause spillage and litter when your can is being serviced. First, make sure that the container is not overflowing and that the lid is completely closed. Also please bag all garbage placed in the can. This cuts down on litter flying out of the can on windy days and keeps the container clean and odor free.

Q: MY CONTAINER IS DAMAGED/MISSING A WHEEL OR LID, WHAT CAN I DO?

Call Public Works at 764-3690. We'll replace or repair your container at no charge by the end of the next business day. Please be sure to leave the can in a location that is accessible to our personnel.

Q: I'M MOVING, DO I TAKE MY CONTAINER WITH ME?

No, we will provide a container for you at your new location. If you don't have a can at your new address, please call Public Works at 764-3690. We'll deliver a new container at no charge by the end of the next business day.

Brush Collection

Brush collection is provided once a week. All heavy brush is taken to the City of Bryan Composting Facility in order to save landfill space. Brush should be neatly stacked within three feet of the curb by 8:00 AM on your collection day. Some frequently asked questions are:

Q: WHERE AND HOW DO I PLACE BRUSH OUT TO BE COLLECTED?

Brush should be cut into a maximum of 8-foot lengths, and neatly stacked within three feet of the curb at the front of your residence. DO NOT PLACE BRUSH IN THE STREET!



Q: WHERE SHOULD I AVOID PLACING BRUSH OUT TO BE COLLECTED?

Don't place brush closer than four feet from a mailbox, fire hydrant, car or trees. Also don't put it on top of sprinkler heads, water or gas meters, and underground cable TV or electrical boxes. The collection vehicle will cause severe damage to these during the loading process. Also don't place it under low tree limbs or overhead wires, as the collectors won't be able to reach it.

Q: WHEN IS MY BRUSH COLLECTION SERVICE DAY?

Click [here](#) to find out or call Public Works at 764-3690.

Q: I HAD A CONTRACTOR CUT A TREE DOWN, CAN HE PLACE IT OUT FOR COLLECTION AT MY HOUSE?

No, city ordinance prohibits this. Contractors are responsible for the proper disposal of all waste that is generated due to their services.

Q: I HAVE BRUSH AND BULKY ITEMS TO PLACE OUT FOR COLLECTION. DO I PUT IT ALL OUT IN ONE PILE?

No, please separate the brush from all other waste. The brush goes to a compost facility instead of the landfill. Mixed piles have to be disposed of at the landfill, which wastes valuable space and is more costly than composting.

Q: MY BRUSH WAS NOT PICKED UP, WHAT CAN I DO?

First, check to see if the collection crew left a red service problem tag on your front door. The tag will notify you of any problems we encountered while attempting to pick up the brush pile. Make any requested changes (moving the pile, car blocking the brush, etc...) that are on the tag and call Public Works at 764-3690. We'll be glad to return and collect your brush. Also, be sure to have your pile stacked curbside by 8:00 AM on your collection day.

Bulky Item Collection

Bulky item collection is provided once a week. Items should be neatly stacked within three feet of the curb by 8:00 AM on your collection day. Some frequently asked questions are:

Q: WHAT DOES BULKY ITEM COLLECTION INCLUDE AND WHAT WASTE IS PROHIBITED?

Bulky items include items that are too large to fit in your regular garbage container, such as furniture, household appliances, and large cardboard boxes.

Items that CANNOT be collected include:

- ☐ Dirt, sod, brush, concrete or rock
- ☐ Tires, oil filters, and CFC containing appliances (air conditioners & refrigerators)
- ☐ Flammable materials such as oil, gas or paint
- ☐ Contractor generated debris from construction, remodeling or demolition
- ☐ Hazardous waste or [materials prohibited at the landfill](#)

Q: WHERE AND HOW DO I PLACE BULKY ITEMS OUT TO BE COLLECTED?

Items should be neatly stacked within three feet of the curb at the front of your residence. DO NOT PLACE ITEMS IN THE STREET!

Q: WHERE SHOULD I AVOID PLACING BULKY ITEMS OUT TO BE COLLECTED?

Don't place items closer than four feet from a mailbox, fire hydrant, car or trees. Also don't put it on top of sprinkler heads, water or gas meters, and underground cable TV or electrical boxes. The collection vehicle will cause severe damage to these during the loading process. Also don't place them under low tree limbs or overhead wires, as the collectors won't be able to reach it.

Q: THIS WEEK I HAVE SOME EXCESS GARBAGE THAT WOULDN'T FIT IN MY CONTAINER. CAN I SET IT OUT ON MY BULKY ITEM COLLECTION DAY?

No. If you have additional garbage from a temporary event, (house party, spring cleaning, etc.), please refill your automated container and request extra garbage service by calling Public Works at 764-3690. We'll be glad to return and collect the extra waste at no additional charge as long as the situation is temporary. If you continue to have excess garbage on a regular basis please call Public Works at 764-3690 to order an additional container.

Q: CAN I BUY MY OWN CONTAINER TO PUT SMALLER ITEMS OUT TO BE COLLECTED?

Due to safety concerns about back injuries to collection personnel, items must be bagged instead of being placed out in "rubbermaid" type containers. Bags should not weigh more than 50 pounds. Unauthorized containers set out will be tagged and not emptied.

Q: WHEN IS MY BULKY ITEM SERVICE DAY?

Click [here](#) to find out or call Public Works at 764-3690.



Q: IF I HAVE A CONTRACTOR REMODEL MY HOUSE/TEAR DOWN A FENCE, CAN HE PLACE WASTE OUT FOR COLLECTION AT MY HOUSE?

No, city ordinance prohibits this. Contractors are responsible for the proper disposal of all waste that is generated due to their services.

Q: I HAVE BRUSH AND BULKY ITEMS TO PLACE OUT FOR COLLECTION. DO I PUT IT ALL OUT IN ONE PILE?

No, please separate the brush from all other waste. The brush goes to a compost facility instead of the landfill. Mixed piles have to be disposed of at the landfill, which wastes valuable space and is more costly than composting.

Q: I HAVE A REFRIGERATOR FOR DISPOSAL, WHAT CAN I DO?

Due to federal law, we can only collect these types of appliances after they have been tagged with a certification that the Freon has been removed by a licensed technician. Call Public Works at 764-3690 for a list of certified technicians. Also, you can haul the appliance to the landfill and they will remove the Freon and recycle the appliance for a \$10 fee.

Q: MY BULKY ITEMS WERE NOT PICKED UP, WHAT CAN I DO?

First, check to see if the collection crew left a red service problem tag on your front door. The tag will notify you of any problems we encountered while attempting to pick up the items. Make any requested changes (moving the pile, car blocking the items, etc...) that are on the tag and call Public Works at 764-3690. We'll be glad to return and collect your bulky items. Also, be sure to have your pile stacked curbside by 8:00 AM on your collection day.